

| | | | | | | | | | |
|----|--|-----------|------------|------------|-----------|------------|------------|------------|-----------|
| | 4 Surveys received | | | | | | | | |
| | February, 2006 | Poor | | | | | Excellent | | |
| | | 1 | 2 | 3 | 4 | 5 | 6 | N/A | |
| 1 | Prompt Service | | 1 | | | 1 | 2 | | |
| 2 | Willingness to help you | | | | | 2 | 1 | | |
| 3 | Accuracy | | | 1 | | | 3 | | |
| 4 | Knowledge | | | 1 | | 1 | 2 | | |
| 5 | Courtesy | | 1 | | | 2 | 1 | | |
| 6 | Individualized attention | | 1 | | | 1 | 1 | 1 | |
| | Front Counter | | | | | | | | |
| 7 | Our telephones were answered promptly | | | 1 | | | | | |
| 8 | Our office hours are convenient | | 1 | | | | | | |
| | Plan Exam | | | | | | | | |
| 9 | Phone calls were returned in timely manner | | | | | 1 | | | |
| 10 | Our forms are understandable | | | 1 | | | | | |
| 11 | Our correspondence is understandable | | | | 1 | | | | |
| | Inspection | | | | | | | | |
| 12 | Our Inspectors are accessible | 1 | | | | 1 | 2 | | |
| 13 | Our inspection hours are convenient | 1 | | | | | 3 | | |
| | TOTALS | 2 | 4 | 4 | 1 | 9 | 15 | 1 | 36 |
| | Percentage | 6% | 11% | 11% | 3% | 25% | 42% | 3% | |
| | | | | | | | | | |

Department of Building Inspections

Customer Survey Comments

WHAT DID WE DO WELL?

Very helpful inspecting water, structure, electricity, and also helpful with retention pond.

Very nice about scheduling timing and showing up on time.

Plan reviewer was courteous & helpful.

WHAT CAN WE DO BETTER?

No return envelope for this survey, no mailing address on this form.

Inspectors need to be more personable & provide positive input rather than brashly enforcing codes w/o dialogue.